

2006-222-C
2006-223-C
2000-520-C



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196920
196921

January 15, 2009

Charles Terreni
Chief Clerk and Administrator
Public Service Commission of SC
101 Executive Center Drive, Suite 100
Columbia, SC 29210

C. Dukes Scott
Executive Director
SC Office of Regulatory Staff
1401 Main Street, Suite 900
Columbia, SC 29201

RECEIVED
2009 JAN 15 AM 10:04
SC PUBLIC SERVICE
COMMISSION

Re: Quality of Service Reports for Hargray Telephone Company, Inc., Bluffton
Telephone Company, Inc., and Hargray, Inc. for the quarter ended 12-31-2008.

Dear Sirs:

Please find the aforementioned Quality of Service Reports enclosed. We request that this information be kept confidential and not available for public inspection. Accordingly, please find enclosed a "confidential" (sealed envelope) and a "public disclosure" version of each document. Additionally, a "public disclosure" version will be sent to the SC Office of Regulatory Staff by copy of this letter.

Should you have any questions or concerns regarding the enclosed information, please contact the undersigned directly at 843-686-1256.

Sincerely,

Cissy Zareva

Cissy Zareva
Regulatory Assistant

Enclosures

PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA

CLEC QUARTERLY SERVICE QUALITY REPORT

SOUTH CAROLINA REGULATED OPERATIONS

COMPANY NAME

HARGRAY, INC.

PUBLIC DISCLOSURE DOCUMENT

QUARTER / YEAR

Q4

2008

Reporting Month

OCTOBER

NOVEMBER

DECEMBER

Number of Customer Access Lines Provided:

via Resale

~

~

~

via UNE-P

~

~

~

via Other Methods

Total Line Count

Trouble Reports / Access Line (%)

Objective: < 7%

Customer Out of Service Clearing Times(%)

(Objective: > 85% w/in 24 hrs)

New Installs Completed w/in 5 Days(%)

(Objective: > 85% w/in 5 working days)

Commitments Fulfilled(%)

Objective: > 85%

Explanation for Objectives Not Met:

Does your company use its own switching facilities
to provide services within South Carolina?

YES



NO



Person Making Report / Contact Information:

[Signature]

PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA

ILEC QUARTERLY SERVICE QUALITY REPORT

SOUTH CAROLINA REGULATED OPERATIONS

COMPANY NAME BLUFFTON TELEPHONE COMPANY

PUBLIC DISCLOSURE
document

QUARTER / YEAR Q4 / 2008

Reporting Month

OCTOBER

NOVEMBER

DECEMBER

Number of Customer Access Lines Provided:

via Resale

~

~

~

via UNE-P

~

~

~

via Other Methods

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New Installs Completed w/in 5 Days(%)

(Objective: > 85% w/in 5 working days)

Commitments Fulfilled(%)

Objective: > 85%

Explanation for Objectives Not Met:

Does your company use its own switching facilities
to provide services within South Carolina?

YES



NO



Person Making Report / Contact Information:

ARL

PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA

ILEC QUARTERLY SERVICE QUALITY REPORT

SOUTH CAROLINA REGULATED OPERATIONS

COMPANY NAME HARGRAY TELEPHONE COMPANY

PUBLIC DISCLOSURE DOCUMENT

QUARTER / YEAR Q4 / 2008

Reporting Month

OCTOBER

NOVEMBER

DECEMBER

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via UNE-P

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via Other Methods

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Commitments Fulfilled(%)

Objective: > 85%

Explanation for Objectives Not Met:

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to provide services within South Carolina?

YES



NO



Person Making Report / Contact Information:

